



MINUTES OF THE BOARD OF SUPERVISORS  
COUNTY OF LOS ANGELES, STATE OF CALIFORNIA

Violet Varona-Lukens, Executive Officer-  
Clerk of the Board of Supervisors  
383 Kenneth Hahn Hall of Administration  
Los Angeles, California 90012

Chief Administrative Officer  
Chief Deputy County Counsel  
Director of Consumer Affairs

At its meeting held November 16, 2004, the Board took the following action:

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The following item was called up for consideration:

The Chief Administrative Officer, County Counsel, and Director of Consumer Affairs' attached report and recommendation on whether to allocate an additional \$51,000 to the Small Claims Court Advisor Program, as provided for in the California Code of Civil Procedure, as requested by Supervisor Burke at the meeting of June 21, 2004.

Supervisor Burke made the following statement:

"The Chief Administrative Officer, as a result of my motion, performed a review of the Consumer Affairs Departments Small Claims Court Advisor Program's workload and need for additional staffing. The Small Claims Court Advisor Program provides counseling to small claim litigants with regard to court rules, venues, service of process, collections and appeals. The services provided not only benefit the small claim litigant, but also serve to expedite the court hearing process.

"Based on the review, the Chief Administrative Officer and Consumer Affairs Department reports that an average of 20% of the 5,700 telephone calls per month are abandoned before speaking to a counselor due to the long wait time. Also, the Consumer Affairs Department believes that the high volume of calls is due to a lack of service hours provided at the courts. Currently, services are provided only once a week to six of the twenty-four Small Claims Courts."

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Therefore, on motion of Supervisor Burke, seconded by Supervisor Knabe, unanimously carried, the Board approved the allocation of \$38,000.00 from the Provisional Financing Uses account to finance one additional Small Claims Court Advisor position in the Consumer Affairs Department.

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Attachment

Copies distributed:  
Each Supervisor